Attachment A

Technical Requirements

RFP No. 4360

ITS Project No. 42681

Mississippi Department of Wildlife, Fisheries, & Parks

Parks Reservation System

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A. How to Respond

1. Beginning with Section C, Item 10 of this attachment, label and respond to each outline point in this section as it is labeled below.
2. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items to which they disagree.
3. The Vendor must respond with "WILL COMPLY" or "EXCEPTION" to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification.
4. "WILL COMPLY" indicates that the Vendor can and will adhere to the requirement. This response specifies that a Vendor or Vendor's proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with "WILL COMPLY", then the Vendor must respond with "EXCEPTION". (See Section V of RFP No. 4360, for additional instructions regarding Vendor exceptions.)
6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

B. Overview and Scope

8. The mission of the Mississippi Department of Wildlife, Fisheries, and Parks (MDWFP) is to conserve and enhance Mississippi's wildlife, fisheries, and parks, provide quality outdoor recreation, and engage the public in natural resource conservation. The Agency is organized into six bureaus: Law Enforcement, Freshwater Fisheries, the Museum of Natural Science (MMNS), State Parks, Support Services, and Wildlife. Mississippi has 25 state parks that stretch from the Tennessee border to the Gulf of Mexico.
9. The primary goal is to select a next generation, vendor hosted, Parks Reservation System that utilizes newer technology and new and improved functionality for MDWFP operations and State Park customers. The RFP will also request a gate/kiosk solution for selected state parks which would replace the current gate/kiosk system managed by MDWFP. It is MDWFP's intent to implement/replace the gates/kiosks at various times through the term of the contract.

C. Statement of Understanding

10. ITS and MDWFP are sometimes collectively referred to herein as "the State".
11. This Attachment A may use the words "must" or "should" interchangeably when detailing a technical requirement. Vendors should understand that the use of either of these words indicate that it is MDWFP's intent for the requested functionality to be provided in the Vendor's proposed solution.

12. The State will select the lowest and best Vendor responding to this RFP. That Vendor will be the one that possesses the best overall qualifications, possesses practical, proven experience on successful projects similar to this one, whose proposed system most closely addresses MDWFP's requirements, and proposes the best value in terms of pricing for services.

13. The Vendor must have at least 5 years of experience providing an integrated Reservation and Point of Sale system in other states with requirements similar to those in this RFP. Additionally, the Vendor must have 5 years of experience running a call center for Reservations and hosting and maintaining an Internet Reservation system. MDWFP reserves the right to assess the project's direction, and decide whether to continue with the selected Vendor, acquire services through other procurements, or discontinue any further work on the project.

14. MDWFP acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements a Vendor must have met by the proposed system. Vendors must specify, here, what additional components may be needed and are proposed in order to complete the configuration.

D. Scope of Work

15. This project will be conducted in the following phases:

    a. Phase I – Project startup, review of existing Parks procedures and Business Rules, project plan review and approval.

    b. Phase II – Customization of the Vendor's proposed Parks Reservation and POS application, data collection of park amenities and development of the marketing plan.

    c. Phase III – Testing and training, call center scripting, and hardware implementation.

    d. Phase IV – Data conversion and implementation; and

    e. Phase V – Ongoing support.

    The specifications within this RFP are intended to secure the Vendor resources to satisfy all Phases of the project. These specifications also detail many of the project findings and scope that the State has already established through its investigation to date.

E. Objectives

16. MDWFP has identified the following objectives for the implementation of the new reservation and POS system:

    a. Reduce the amount of time it takes to make a reservation.

    b. Reduce the amount of time it takes to complete a gatehouse transaction, such as the processing of park entrance fees.

    c. Improve customer service.

    d. Significantly reduce the amount of the transaction fees currently being charged to MDWFP for Parks Reservations and POS transactions.

e. Provide a single centralized database that provides real time updating by everyone accessing the system through the State Parks, the call center, and the Internet.

f. Increase the occupancy rate of MDWFP cabins, hotel rooms, campgrounds, and other reservable facilities.

g. Provide secure revenue transactions.

h. Reduce the amount of time and effort at the end of the day required for reconciliation.

i. Reduce the number of devices the State Parks currently must use on a daily basis from four (POS device, cash register, credit card device, and computer) to one all encompassing device.

j. From the time of implementation of the new system, provide historical reporting for all reservable inventory.

k. Provide real time reports for park facilities, inventory, revenue, and other management reporting.

l. Give guests the option of receiving a gift card in lieu of a refund.

F. Project Organization

17. The selected Vendor will be responsible for working with the State Project Team comprised of a select group of MDWFP Park personnel and MWDFP main office personnel.

18. The State Project Team and a description of the various project roles are as follows:

    a. Project Director – The Project Director provides the project link to the MDWFP management, in addition to being a source of support to the Project Manager. Major responsibilities are to:

        i. Provide additional resources to the Project Manager as needed;

        ii. Serve as a source of advice and counsel to the Project Manager;

        iii. Attend Project Status Meetings as needed;

        iv. Communicate the project status to the MDWFP Executive Director; and

        v. Provide project background as needed.

    b. Project Manager – The Project Manager is responsible for the day-to-day management of all State project staff and the coordination of all project activities with the Vendor. Major responsibilities are to:

        i. Attend all project meetings;

        ii. Report on project progress to the Project Director;

        iii. Host weekly Project Status Meetings with State and Vendor staff;

        iv. Oversee the production of a Weekly Project Status Report;

        v. Identify and manage project risks; and

vi. Manage the project to the agreed upon Project Plan in coordination with the Vendor Project Manager.

c. Assistant Project Manager – The Assistant Project Manager works in conjunction with the Project Manager. Major responsibilities are to:

i. Work with the Project Manager on all project-related activities;

ii. Attend all project meetings;

iii. Handle special assignments as needed by the Project Manager; and

iv. Sit in for the Project Manager in his/her absence.

d. Project Team Members – The Project Team Members work in conjunction with the Project Manager and Assistant Project Manager. Major responsibilities are to:

i. Work with the Project Manager to accomplish project tasks, such as data gathering, establishing business rules, system reviews and testing, etc;

ii. Attend all project meetings;

iii. Serve as Subject Matter Experts;

iv. Handle special assignments as needed by the Project Manager; and

v. Participate in review and testing of the Reservation and POS system.

e. The Vendor will report to the State Project Manager, and the State Project Manager will function as the day-to-day contact for the Vendor for the duration of the project.

G. Project Approach and Project Management

19. Using the information derived from the project requirements, the Vendor must fully describe his company's proposed approach to satisfying the State's needs throughout this project. This approach must demonstrate the Vendor's project understanding, practicality, efficiency, resources, and unique qualifications.

20. The Vendor must propose an approach to managing the Reservation and POS project that ensures all project phases and deliverables are completed in the time specified in these specifications.

21. The Vendor must propose an initial Project Plan and approach in the proposal response to this RFP which outlines the overall strategy for customizing and implementing the Parks POS/Reservation system. The Project Plan must support an approach which ensures implementation in the State Parks by January 2022.

22. The Project Plan must include, at a minimum, the following:

a. Major project phases;

b. Major activities/tasks within each phase;

c. Timeframe for each phase and tasks;

d. Major project milestones;

e. Quality assurance checkpoints;

f. Deliverables for each phase;

g. Risk assessment mitigation;

h. Methodology;

i. Responsibilities and person-hour estimates of effort for each deliverable and work activity, showing the Vendor and State Project Team effort separately.

23. Vendor must provide a Gantt chart or equivalent in their proposal response showing the estimated start and end dates of all sub-tasks.

24. Vendor must include any assumptions or constraints considered by the Vendor in developing the project plan.

25. Vendor must define, describe, and propose the approach to building a strong Vendor/Customer relationship.

26. Upon award, the Vendor will be required to modify the proposed project plan in coordination with the State Project Team to reach a mutually agreed upon plan. The detailed project plan must be updated by the Vendor and approved by the State Project Team as necessary prior to the beginning of each major project phase.

27. Vendor must provide information regarding the system changeover and a rough outline of an implementation plan with their proposal. The implementation plan should include information about data migration, if certain system aspects will likely be implemented in a phased approach, and a general timeline of the system changeover from contract award to minimum system delivery date.

28. All needed data for existing reservations, including all associated attributes, and existing reservation numbers data must be converted/imported by the awarded Vendor into the new CRS. Existing reservation confirmation numbers that have been imported into the new system must be searchable. Contractor must also be able to import/convert all existing POS item information for standardized electronic copy into the new POS system.

H. Project Deliverables

29. The Vendor must propose a set of deliverables for each phase.

30. Prior to beginning work on a deliverable, the Vendor must submit a detailed outline with a format example and description of the deliverable to be reviewed and approved by the State Project Team. The State Project Team will provide any changes to the Vendor within five (5) business days.

31. The State Project Team will formally review and approve each deliverable prior to acceptance and payment for a major task or phase. The Vendor must be willing to conduct any walk-through of deliverables should this be desired by the project team to fully understand the deliverable's content.

I. General Technical Requirements

32. The following overnight and day-use facility operations must be incorporated into and managed within the POS: all types of campsites, equestrian trails, group camps, all cabins and lodging units, day use facilities, meeting rooms, and group centers.

33. The system must be capable of applying reservation business rules as specified by the MDWFP that may change during the life of the contract (e.g., cancelation policy, reservation window). Camping, lodging, tours, and programs all have unique rules. **(See Section TT and Attachment B: Park Rules and Regulations)**
34. System must be able to apply rules overnight and use fees in accordance to the MDWFP fees and Charges Order which is updated and may change annually. Use fees and fee structure vary based on unit type and time of year. **(See Section UU and Attachment C: Park Fees)**
35. The state park retail stores must be incorporated into and managed within the POS.
36. All cancellations should go through a workflow approval process. All refunds have to come through the MDWFP headquarters. Vendor must state how this will be done.
37. It must be an integrated system so that all sales can be finalized with a single payment (e.g., firewood, rental, campsite, t-shirt).
38. The system must have the ability for MDWFP to view all transactions, customer records, and payment details (last 4 numbers of credit card) to be able to research and identify customer service issues.
39. The system must have the ability to contact reservation holders within 6 hours' notice of situation that would impact their stay via email, phone, and possible text message for incidents such as loss of services, storm damage, park closure, or other critical messages.
40. The system must have the ability to periodically check the database for duplicate customer records for the same individual. Multiple records for the same customer must be merged into a single record so when a customer search is performed, the system only returns one record for the individual. If two accounts are merged, all transactional records associated with the accounts should be combined. The solution must provide a way to perform a mass merge during transition.
41. The system must provide a sandbox/training program or mode that staff can use for training purposes.
42. The system must have the ability to rent facility by the hour, half day, full day, or multiple day. The rental would be tied to a customer.
43. The system must have the ability to add services or tangible amenities to a customer independent of or as part of a campsite reservation/registration. Staff would need to be notified/made aware if a customer added one of these services or amenities to a reservation made in advance. Examples: tent rental, fishing equipment, program signup.
44. The system must have the ability to manage all other revenue generating facilities in state parks and recreation areas within the proposed Customer Reservation System/Point of Sale (CRS/POS) system, including monthly/seasonal campsite rentals. Facilities would be primarily managed at the park level with the possibility of allowing for online or call center reservation.
45. Marina reservations should be a separate program within the reservation system to allow for monthly, quarterly, and annual payments of boat slips for lease holder.

46. The system needs the ability to take Marina Boat Slip reservations and payments throughout the year (Monthly/Quarterly/Semi-Annually).
47. Electronic invoicing and bill pay options for Marina reservations must be available.
48. The system must include an Electronic Lease for Marina Boat Slip (customer acceptance of lease terms built in).

J. Financial

49. The system must provide cash drawer/till/batch/shift management solution so that in-park staff can reconcile the actual cash/check/credit card on hand at the end of a shift to the CRS/POS system.
50. Individual tills are tied to each staff member.
51. All revenue collected by the system (in park, call center, website) shall be deposited into the State's bank and all online sales are required to use the state's Acquirer/Processor.
52. Credit card revenue data will be transmitted and reported to the State's financial system (MAGIC) by a specified time daily (Monday - Friday).
53. Cash, check, and gift card revenue data will be transmitted to the State's financial system immediately upon completion of the bank deposit process.
54. Transaction detail lines in all revenue files will use State’s defined revenue codes and include the following fields: Transaction code identifying the state's accounting string or revenue codes; Payment location (specific park, call center, web); Tender type (cash/check, credit card, gift card); From date; To date; Reported Date; System ID; dollar amount; Park transmittal number; Park credited with earning the revenue.
55. The system must provide a unique file naming system for each revenue file transmitted. The State may require a specific naming scheme.
56. The system must have the ability to charge appropriate sales/use tax at each sales location, including but not limited to state tax (6.875%), county tax (various), city tax (various), liquor tax, and special tax districts. New taxes may need to be applied in a reasonable length of time to conform to State law by either MDWFP or the Vendor. If applied by Vendor, the Vendor will need to provide MDWFP information on how Vendor will do it and provide MDWFP how it will be done in a reasonable length of time. Tax must apply based on either: location of the transaction, or, location where the service will be used (e.g., tax for camping based on where the campsite is). There are locations where local taxes apply only to some transactions in a park; for example, JP Coleman has a tourism tax that will charge an infrastructure tax for lodges.
57. The system must have the ability to void all tender types back to original tender. Voids to credit card should void back to the card automatically. System should be able to accurately void a multi- tender transaction.
58. NIC Mississippi is the single point of entry for all e-commerce transactions for the State of Mississippi. Vendors must use the official payment processor for any of the following services where payment is required. **(See Section VV: Mississippi Payment Processing)**

59. The system must allow credit card payments from through NIC include: Visa, MasterCard, American Express, Discover with Chip and Pin compatibility required, electronic check, and subscription (monthly billed).

60. If the Vendor has a preferred payment engine process and believes that using the State's payment engine will be less efficient, the Vendor must provide a detailed justification explaining the benefits of using the Vendor's payment engine. Should the State decide that using the Vendor's payment engine is in the best interest of the State, MDWFP will use this information to apply for a waiver as outlined in DFA's Administrative Rule referenced in **Attachment D**.

61. If the State agrees to use the Vendor's payment engine, the Vendor must assume all responsibility for meeting Payment Card Industry (PCI) compliance requirements.

62. Vendors not using the State's approved payment engine will have to demonstrate PCI compliance annually and assume all liability in the event of a system breach.

63. The system must allow the following payment methods at state park locations: cash, check, money order/travelers check, credit card, gift cards, and vouchers.

64. The system must allow the following payment methods through the call center: credit card, vouchers, or gift card. In addition, the MDWFP also wants to be able to accept checks for call center reservations. If an electronic check system is not used, a procedure will need to be established to ensure check payments are received in a timely manner. If checks are not received within the established timeframe, reserved units will be released.

65. The system must allow the following payment methods through the website: credit card, gift card, and vouchers.

66. The system must have the ability to associate revenue to the park or facility regardless of where it was tendered (rentals/reservations/registrations). Information should be able to be reported easily from the system.

67. Reporting and tracking revenue accurately between payment types according to the type of product or service that was purchased must be available in the system.

68. The system must easily split sales between payment types and split accounting information between payment types for all sales channels.

69. The system must allow parks to refund back to original tender type. If original tender is not possible (e.g., expired credit card), staff should have option to refund back to state-issued check or gift card.

70. The POS system will provide management of refunds paid by state-issued check if necessary.

71. The system must have the ability to direct revenue to multiple revenue accounts in a single item must be available. For example, for each $6 horse pass sold, $1 goes to a fee revenue account and $5 goes to parks operations revenue account.

72. The system must have the ability to associate revenue for specific POS items to a park regardless of where it is sold (e.g., park permits fulfilled at a central location that were collected at a remote location).

73. The system needs to account for vouchers that are issued and be able to credit the park where the voucher is redeemed. This needs to be easily accounted for and identified.
74. The system must support payments for alternate pay methods such as mobile applications or mobile wallets.
75. The system must support streamlining checks that are processed and accepted for payment, either in the form of check scanning devices in the parks or e-checks.
76. The system must support the ability for cashier to be issued a pop-up alert when entering a customer's information to tender a transaction and that customer's profile has been flagged. (e.g. bad check, charge back, destruction of cabin, etc.)
77. The system must prevent customer from completing online reservation transaction if customer's profile has been flagged. (e.g. bad check, charge back, destruction of cabin, etc.)

K. Additional Financial

78. Vendor must describe in detail their previous experience designing Customer Relations Point of Sale systems, or similar systems to comply with a variety of state government (or similar) revenue tracking, reconciling, reporting, and other financial requirements.

L. User Authorization and Permissions

79. The system must allow for a range of security levels. Levels must be able to be added, edited, or deleted in collaboration with the vendor as operational needs change.
80. Individual logins with specified security levels as required to access system must be available.
81. Security level abilities will be determined and set by the MDWFP. At minimum, levels will need to include the following:
    a. Cashier/Customer service
        i. This level must have access to all registration, reservation, and point of sale functionality as well as non-financial reports.
        ii. This level will also need to access the reports and functions necessary to close out a cash drawer.
        iii. Refunds, discounts, and price changes must be available, but limitations can be applied.
    b. Supervisor
        i. This level must have access to all of the customer service level functions as well as the ability to access all reports and inventory functions.
        ii. This level will also need the ability to waive business rules and override prices in the system
    c. Park Manager

i. This level must have access to all Customer Service and Supervisor level functions as well as the immediate ability to assign staff to appropriate access levels without the use or involvement of the contractor.

d. Administrative Fiscal Staff

i. Access to all financial report tools and centrally directed fiscal operations.

e. System Administrator

i. This level must have access to all functions of the system for all parks from the State offices in Jackson.

ii. This level will set security levels/permissions in the system.

82. Ability for self-service password reset via text message and/or email must be available.

83. Cashiers must be logged in to process sales.

84. Users may be prompted to log-in in one of three ways below:

a. Manually (user prompts to log-out or log-in)

b. Before every transaction

c. After unused timespan of chosen number of minutes (e.g., every 15 min).

85. Please describe the log-in options (i.e., PIN, Fingerprint, Scan bar code) available and how they can be applied (i.e., by cashier, terminal, sales location).

86. The system must have the ability to use swipe cards, scanning barcodes, or another method to streamline the login process.

87. A unique pin needs to be entered that ties back to the individual when processing a transaction.

M. Facilities Management

88. The system must have the ability to set seasons to apply to overnight and day use facilities:

a. Reservation season - Dates in which a site may be reserved.

b. Campground/facility season - Dates in which the campsite/lodging unit is available for occupancy.

c. These seasons need to be made clear on the reservation website and available for call center agents.

89. The system must have the ability to designate specific facilities/units as available on a first-come, first-served basis. These facilities/units cannot be reserved online or through call center but should show on public website. It should be clear to the public and the call center which and when sites are available first-come, first-served.

a. Some units are always first-come, first-served and never open for reservation.

b. Most other units will be available first-come, first-served only for specific time periods. Typically, this is when the "camping season" is longer than the "reservation season" (i.e., camping is open at Buccaneer State Park campground all year, but sites are first-come, first-served between November 1st and March 31st).

90. System must be able to set differential pricing for weekends and weekdays for specified unit/ facility types.

91. The system must have the ability to handle peak and off-peak rates which vary by park, campground, and site type.

92. The system must have the ability to set reservation booking windows that dictate when a reservation can be made. Currently all camping and lodging facilities are available 730 days before arrival and can be booked up to 11:59 PM the day before arrival. Flexibility will be important as additional types of reservable items are incorporated into the system, such as rental equipment.

93. It is critical that the system is flexible and can change based on the needs of the MDWFP.

94. Additional functionality that may be required include:

    a. The ability to have some specific camping or lodging units made available 1-2 weeks before arrival date.

    b. Having various windows based on type of camping unit (e.g., camping, lodging, group camping).

95. The system must have the ability to automatically calculate discounts (i.e., weekly rates for lodging facilities, discount for disabled and senior residents).

96. The system must have the ability to designate check-in and check-out times for units. The check-in and check-out times should be communicated to customers when making reservations. Check-in and check-out times are consistent for camping but can be variable for lodging units, typically on a park-by-park basis.

97. The ability to designate specific facilities/units as overflow sites that cannot be viewed or reserved online or reserved through the call center must be available. Units may or may not be physical locations at the park and can serve as virtual placeholders.

98. Overflow sites can be removed easily from reports, so they do not count towards or impact occupancy numbers and statistics.

99. Facility/unit attributes can be viewed on the reservation website and by call center agents and park staff.

100. The system must have the ability to charge specific rates for extended (monthly or seasonal) stays that are different than per-night fees (e.g., 1 month stay for a flat rate of $300) and vary between parks.

101. Dynamic pricing-prices can be changed automatically based on set parameters (i.e., prices raised for 'in demand' campsites as occupancy increases or arrival date draws near, or prices lowered to sell campsites that might otherwise be difficult to sell.

102. The system must have the ability to charge more for "premium" sites and needs flexibility to account for varying prices based on specific parameters.
103. The system must have the ability to differentiate prices (i.e., to accommodate a promotion such as "stay two nights get the third free" and be able to ring up the true price paid each night (full/full/zero) not the average for all three nights).
104. Per person pricing with some facility reservation (i.e., $10 per person for 4th, 5th, and 6th occupant) must be available.

N. Occupant and Reservation Management

105. The system must have the functionality to allow staff to make the following changes to reservations: transfers (site, campground, park, date), early arrivals, early departures, cancellations, extension of stays, no shows, voids, price changes, split reservation (e.g., changing from 4 days at one site to 1 day at one site and 3 days on another).
106. The system must have the ability to check in and check out reservations with the status being easy to denote visually.
107. The system must have the ability to register and rent unreserved facilities to walk-up customers.
108. The system must have the ability for staff to access and edit customer accounts.
109. The system must have the ability to edit occupant information on a reservation (e.g., if a customer changes sites with family member then staff is able to update occupant information to reflect the change).
110. The system must have the ability to tie information to a reservation including comments, license plate number, camping vehicle type, pets, and number of visitors.
111. The system must have the ability to charge a reservation fee to same-day arrivals who call to reserve a site with park staff prior to arrival.
112. The system must have the ability to place and remove holds/blocks on campsites to prevent reservations. A note should accompany the hold so the purpose/reasoning can be known to others but should not be seen by the public. Information should be available about the hold including who placed it and when.
113. The system must have the ability to register hosts and volunteers into campsites and have no fees charged automatically without using overrides.
114. The system must have the ability to allow park staff to override length of stay requirements for campground hosts and for special circumstances.
115. The system must have the ability for designated staff to merge customer accounts to eliminate duplicate customer records.
116. The system must have the ability to manage lotteries for seasonal campsites. A common industry process, it is a group of available camp sites for reservations during certain times of the year. Mississippi State Parks do not use the term “lottery”.

117. The system must have the ability to print pre-populated camp cards when checking in customers. A camp card is a hanging placard given to registered overnight guests at check-in.

O. Program and Management Additional information

118. Vendor must describe in detail their experience in providing tour/program management or similar ticketing systems.

P. Point of Sale System

119. The system must support dedicated and identifiable register numbers for each terminal within a location and sub locations.
120. The system must have a provision of a search tool to assist with locating an item that is not tagged must be included in the system. Search will identify keywords within all item properties.
121. The system must have the ability to easily remove an item or add an item before finalizing a sale.
122. The system must have a means to quickly sell the most popular items using shortcut keys, buttons or similar
123. The system should be compatible with handheld retail scanners for scanning barcodes for ringing in items, item lookup, etc.
124. The system must have the ability to add comments to any transaction.
125. The system should have the ability to be set to require staff to select a reason from a dropdown list and ability to include comments for transactions when actions have been taken such as price override and refunds.
126. The system must provide signature line on receipt for refunds to all tender types (in-park only).
127. The system must have the ability to process and handle tax exempt sales without manual calculation or input.
128. There must be a means of reconciling sales of serialized merchandise (permits) to actual inventory on hand.
129. The system must have the ability to customize receipts.
130. Hardware and software capable of accepting and storing electronic signatures to negate the need to store physical signed receipts must be provided.

Q. Retail Management System

131. The Vendor should provide a system for all POS inventory management needs at all parks and facilities.
132. The system must have the ability to support separate store locations statewide and within a park with unique location identities (i.e., able to track sales and inventory within defined locations state-wide and multiple locations within a specific park).
133. Item sales and inventory movement history should be maintained and available.

134. The system must have the ability to store and manage up to a quantity of 999,999 unique items.

R. Centralized Warehouse

135. The system must have the ability to store and associate photos to specific items by MDWFP staff.
136. The system must have the ability to view photos and description when browsing central nature store products.
137. The system must have the ability to search for items based on categorization or key words.
138. The system must have the ability to create a packing list, sorted by item location, that can be printed from the program and export it into other programs such as Microsoft Excel.
139. The system must have the ability to sort packing list by multiple fields (e.g., lookup/barcode, description).
140. The system must have the ability to generate an invoice based on fulfilled product.

S. Inventory Quality Management

141. The system should have the ability to report discrepancies and adjust inventory quantities based on a physical count.
142. The system should have the ability for sales locations to enter a physical count into system either manually or import through an upload must be included in the system.
143. The system must have the ability to manage and track inventory on hand by location and by sublocation within a park if there are multiple stores.
144. The system must have the ability to view quantity on hand when looking up items/item properties.
    a. Centrally-See quantities at multiple locations
    b. At location/store-See quantities at that location/store
145. There must be a means to manage and track damaged, returned, miscounted, written off items, items transferred to locations outside of the CRS/POS system, and inventory adjustments.
146. Replenishment management system/reports based on re-order points established for specific items must be available.

T. Inventory Transfers

147. The system must have the ability to easily increase item quantities when products are received or re-ordered using a separate, recorded, auditable process.
148. The system must have the ability to print a receiving document that contains a date, item barcode, item description, and number ordered.
149. The system must allow requestor to receive partial quantity of product, full quantity, or more than ordered quantity.

150. The system must provide a search mechanism to find and add existing products to receive in. Example, search by vendor, category, or reorder status.

151. The system should alert sending and receiving location if quantity received does not match the order amount.

U. Item Management

152. Item Management: The system must allow for items to be created/edited in "real time" with no extra time for processing/upload.

153. The system must have the ability to set up all product parameters at the time of product setup/entry.

154. Vendor management system: The system must have the ability to establish product vendors and associate vendors to product in a one-to-many, many-to-one, or many-to-many relationship.

155. The system must have the ability to set item sales prices per industry standards including but not limited to:

    a. Buy X Get Y pricing scheme (e.g., buy 5 fire starters get 1 free)

    b. Percentage off based on specific date range or indefinite

    c. Buy X for full price, get Y at X price or discount (e.g., buy 5 t-shirts get one for half price)

    d. Sales can also be applied to all items in a department, category, vendor, or range of items.

156. Barcode generation and labeling: The system should support a variety of barcode printers and label sizes including Zebra, Brother, and compatible with MS Word label templates.

157. The system must have the ability to manage available POS items by location or sublocation (e.g., items in the database are limited to items that are sold at that location; staff can add and remove items that show at their location for item lookup).

158. The system must have the ability to delete items with no activity or items that were accidentally created or never received.

159. The system must have streamlined product entry/creation with a tool such as templates, cut and paste, and batch upload.

V. Item Attributes

160. Barcodes must be unique. The system must have the ability to use a product's existing barcode or create one manually.

161. The system must be able to apply tax rates based on location sold. The system must have the ability to program each item as: fee including tax, fee plus tax, or non-tax. Example: (day use entrance fee is $2.00 ($1.86 + $0.14 tax = $2.00), (RV site is $32.00 + $2.24 tax = $34.24), (non-Tax = tax exempt)

162. The system must have the ability to have the same item's price set statewide or vary by sales location (e.g., the same "firewood" item is sold at many locations at different prices).
163. Flexibility in product attributes: The system must have the ability for MDWFP staff by permission level to manipulate item names, properties, descriptions, and categorization.
164. The system must have the ability to assign specific barcode types to items.
165. The system must have the ability to designate that an item cannot be discounted during a sale unless programmed to do so.
166. The system should have a "department" assignment with validation which describes the primary level of categorization (e.g., Books, Camping, Clothing) must be available.
167. The system should have a "category" assignment with validation which describes the secondary level of categorization. (e.g., Department= Clothing, Category= Sweatshirt) must be available.
168. Additional fields should be provided for additional item details:
    a. Item name
    b. Primary description
    c. Secondary description
    d. Associated vendor (with validation)
    e. Re-order point
    f. Item bin location (for warehouse locations)
169. The system must allow users to request a barcode to be auto-generated sequentially based on location.
170. The system must have the ability to program items to display pop-up messages when designated items are sold (e.g., a message pops up when a special permit is sold prompting clerk to fill out form).
171. The system should allow items to be set as inventory and non-inventory items. Inventory items will keep a physical count whereas non-inventory would not.

W. Large Store Management

172. The system must have streamlined product entry/creation with a tool such as templates and/or cut and paste to add new items.
173. The system must be able to import/export data to and from a contracted (by MDWFP) professional inventory company for year-end inventory.
174. The system must have the ability to store multiple barcodes for one item. For example, manufacturers may change bar codes on the same item with each re-order (e.g., bug spray); system would store multiple lookup codes for one item so it would be sold and logged as one item instead of several.

175. The system must have the ability to use wireless scanning and data entry technology to aid in receiving new and reordered items, inventory, and inventory transfers.
176. Replenishment management system/reports based on re-order points established in item properties must be included.
177. The system must have the ability to print functional barcodes on a label width as small as .75".
178. The system must have the ability to locate items with no recent sales history and provide option to inactivate or remove from active inventory once verified.

X. Online Store

179. The system must have the ability for customers to purchase retail products through the reservation website that are shipped and fulfilled by the MDWFP or other designated entity (e.g., vehicle permits, passport and hiking club kits, t-shirts).
180. The system must be able to apply taxes to customer's order based on the customer's address and in accordance to Mississippi Sales and Use Tax policy.
181. The web store is included in the state-wide inventory and sales system and inventories and sales are tracked. Reports can be run for both inventory and sales for the web store only, and it can also be included in state-wide inventory and sales reports.
182. The system must have the ability to add and calculate shipping costs to the customer's order.
183. The system must have the ability to calculate shipping based on the selected shipping companies' (e.g., UPS, FedEx, USPS) formulas at the time of order.
184. The system must have the ability to sell items such as permits, mugs, t-shirts, gift cards, and other merchandise selected by the MDWFP.
185. When products are ordered from the website, the available quantity at the store (online and physical store) is reduced at the time of order, not at the time of fulfillment.
186. MDWFP has the ability to edit detail descriptions and add and remove product from the online store with no assistance from the vendor.
187. Placed orders should be sent into a fulfillment queue and provide a pick list for the fulfillment location to use to gather items for the order.
188. The system must have the ability to set notifications for orders to one or more MDWFP specified email addresses.
189. MDWFP should have the ability to choose quantity available not based on actual inventory but based on portion of the inventory that is available for online sales (e.g., 100 products available but only 20 are available to web store).
190. The system must have the ability for individual parks to make items in their inventories available for web sales.
191. The system should be able to fulfill a single order for multiple locations and notify customer that the order will ship separately.

192. The system must have the ability to create an additional "web display" item name to be displayed on web store that is different than standard system name/description. Field should allow at least 200 characters.
193. The system must have the ability to apply discounts for certain items at MDWFP's discretion. This ability should be role based and only allowed to the role/roles that MDWFP designates.
194. The system must have the ability to use MDWFP State Park gift cards to make purchases from the online store.

Y. Reservation Website

195. The website must process reservations in a real-time environment, compatible with real-time telephone reservations and in-park sales.
196. MDWFP must have sufficient opportunity to review the site prior to launch, and to request navigational or content changes that will directly improve site usability, accessibility, or customer interface.
197. Unit availability must be distinguishable between available, walk-in only, closed, and reserved/unavailable.
198. The website should be adaptable and current through the life of the contract.
199. No organization other than MDWFP may be represented or referenced on the website, except as authorized in writing by the MDWFP.
200. Advertising is prohibited, except as authorized in writing by MDWFP.
201. Customers must be able to complete all website functions using mobile devices, including tablets and smartphones, independent of device platform.
202. Website must use a MDWFP specified domain, such as "reservations.mdwfp.com."
203. The system should work across all modern browsers including mobile browsers.
204. The system should allow for direct links from MDWFP web pages to specific pages on the reservation site, including specific parks, campgrounds, lodging units, programs, or tours.
205. The system should provide direct links to the MDWFP website and services:
    a. Links to the MDWFP Electronic Licensing System (ELS) website
    b. Links to Parks Fees
    c. Links to Parks Index
206. The system should incorporate "In the Area" tourism data about activities and services outside the park such as gas, bait, outfitters, and food. This data may be included in the confirmation or reminder letters or on the website.
207. The system should provide calendar of event information for each park, which includes scheduled programs and activities. This currently exists on the MDWFP website for each park. MDWFP calendar data may be scripted to integrate it into the reservation's website.

208. The system should make "frequently bought together" recommendations for suggested items near the end of the transaction.
209. The system must have the ability for customers to make donations to a specific park, or Parks and Trails general fund via the reservation website.
210. The public should be able to reserve rental or loaner equipment online.

Z. Website Aesthetic Content

211. The system must provide a Mississippi State Parks-specific homepage.
212. Website design must maintain look and feel of MDWFP's current website and must be approved by the MDWFP.
213. When/if MDWFP website is redesigned, the reservations website must be able to implement new design elements so the two sites continue to match.
214. The system should display required headers and footers to be specified by the MDWFP.
215. The system should use consistent MDWFP-supplied or approved iconography across MDWFP and reservations pages, including maps.
216. The system should include flexible messaging areas on the home page and other pages (including park and campground-specific pages) that can be edited directly by MDWFP, either by including HTML from a MDWFP server, or by having direct editing access to manage content in a real- time environment.
217. The system should include MDWFP-supplied Google Analytics tracking codes on all pages of the reservations website to allow the MDWFP to independently track website statistics.
218. The system should display campsite and other photos that are supplied by or hosted by the MDWFP.
    a. Photos can be easily updated by MDWFP.
    b. Minimum photo size is approved by MDWFP.
219. The system should display pertinent site and facility attributes provided and maintained by the MDWFP.
220. The system should display information about the park and links for more information.
221. For long tables and headers, rows must be pinned to the top or repeat periodically, so you don't lose the dates or other cell identification at the top of a long table.
222. The system must have the ability to pull MDWFP Instagram feed to display approved tagged photos.
223. Website Searches must have:
    a. Ability to search entire state for availability without first selecting a region or park.
    b. Ability to search multiple parks for available campsites based on desired features. Features may include park name, region, type of facility, amenities (i.e.

electric, full hook up, accessibility, etc.) and park features (i.e. boating, trails, beach).

c. Ability to see dates available without having to enter multiple searches (e.g., move both forward and backward a few weeks at a time without entering a new search.)

d. Ability to search for parks by proximity to X city or zip code.

e. When searching by date, the system must have the ability to use a calendar feature (i.e., preferred dates+/- 3), so customers can select a date range or number of days to see what is available.

f. Ability to search for a park within X miles of where the customer is physically located at the time (GPS enabled) on both computers and mobile devices.

224. The system must provide waitlist functionality or similar to notify customers when their desired campground/site/park/tour/program has availability.

AA. Website Mapping

225. Website should include detailed campground maps. Detailed campground maps are provided and show campsite proximity to each other and other key features in the park such as bath houses and restrooms.

226. The system should utilize spatial data supplied by MDWFP to drive interactive maps or other web services.

227. The system should incorporate zoomable Google Map API insets, with selected park displayed in the center.

228. The system should incorporate aerial views for MDWFP maps as they become available.

BB. Customer Account and Shopping Cart

229. A customer's shopping cart should pop up an alert prior to releasing with an option to continue browsing and extend the active cart period.

230. A customer's account should show previous reservations and booking history with shortcut links to reserve again.

231. The system should provide an area for customers to add and save comments or notes, for example: to remind themselves they loved X campsite or thought Y was too close to bathrooms.

232. The system must have the ability to select a site/stay to save for later similar to a wish list.

233. Users should be able to easily share availability information with others to facilitate real- time group decision making.

234. The system must have an easy "share with a friend" function to share info about reservation locations and dates after a reservation is made.

235. The system must have the ability to send automated abandoned cart messages via email.

236. Any Vendor add-ons to check out/cart are not allowed without explicit written permission from the MDWFP.

CC. Website Customer Service

237. The system must have the ability to have a link at the end of a transaction for a customer survey. (This is at MDWFP's discretion and not always in place. Survey content may change.)
238. The website must advise a user who is unsuccessful in making a reservation because of established parameters, such as exceeding the maximum stay requirements, the reason why the reservation could not be completed. The site will direct the customer as to what needs to be modified in order to make a successful search for sites. For example, a link to a calendar to check for available dates if the selected dates cannot be reserved, or a notice of exceeding the maximum stay so the number of nights can be reduced.
239. Vendor should supply all error, alert, and other messages for MDWFP review and approval.
240. The system must have the ability to receive and manage customer inquiries delivered via web form or email link.
241. The system must have instant password and/or username retrieval.
242. The system must have the ability for customers to rank their experience. (Five stars, etc. - not a text-based review.)
243. The system must have the ability for customer to leave and read text-based reviews.
244. Customer should have the ability to choose whether to share reviews publicly or just with MDWFP/park staff. MDWFP must be able to manage or approve review content published to the website. This would be an optional component that the MDWFP would have the ability to turn on or off.
245. Chat Support is desirable as an add-on option.

DD. Website Additional Proposal Requirements

246. Vendor must describe their proposed usability testing process and procedures, and how the MDWFP will be allowed input on web design, usability, and functionality.
247. Vendor must describe any suggested features or other industry-leading features that they propose but are not covered in the preceding requirements.
248. Vendor must describe the proposed log-in process, password management, and measures to prevent unauthorized access and/or use of private data.
249. Vendor must describe the process that a customer would go through to make a reservation, and the subsequent transaction flow to include the following: Search, selection, payment, messaging/rules/agreement, and confirmation.

EE. Reservation Call Center

250. Reservations shall be processed in a real-time environment, compatible with real-time web reservations and in-park sales.

251. All aspects of this service, including equipment, programming, supplies, training, and staffing are the full responsibility of the vendor.
252. Call center operations and electronic environment must be PCI compliant.
253. The Call Center must handle informational calls that relate to reservations in Mississippi State Parks.
254. The system must have measures in place to prevent unauthorized access and/or use of private or sensitive data.
255. Call center agents should be familiar with MDWFP policies, procedures, and rules.
256. All phone calls must be recorded and available for use in quality assurance programs and by MDWFP.
257. The system must have the functionality to allow the call center to do the following operations: Transfers (site, campground, park, date), cancels (full, partial, and user defined), extension of stays, change of occupant and/or occupant information (i.e., license plates, camping units, pets, number of visitors), and collect deposits for lodging.
258. The system must have the ability for call center to aid in emergency management by either receiving or making calls to customers for cancelations or modifications.
259. Call center agents must have access to MDWFP resources, including website, to assist customers with questions.
260. Normal hours of call center operations: MDWFP expects call center hours to be 8:00 AM to 9:00 PM, Central Standard Time.
261. Vendor must provide a method in which designated call center staff get approvals from MDWFP for questions, rule exceptions, and escalations.
262. Vendor should have the provision of a quality assurance program that ensures high quality customer service.
263. Vendor should have a target service level of 80% of calls answered in 30 seconds (not including recorded introduction/IVR). Alternative may be proposed.
264. Call abandon rate should not exceed 10% each month. An alternative may be proposed.
265. Reports will be provided and available on a weekly basis that shows data by day and summarized by month that include: call disposition (list to be agreed upon by Vendor and MDWFP), calls offered, calls abandoned, calls answered, average duration, service level percentage, and percent abandoned.
266. Reports will be provided showing daily call statistics in half hour increments including: Calls offered, calls abandoned, speed of answer, total handle time, total talk time, total hold time, average handle time, average talk time, average hold time, average call work (ACW) time, held calls, abandoned calls, abandon percentage, average time to abandon, percent abandoned within service level, percent abandoned outside of service level.

267. The call center must be located in the U.S. or Canada. The call center should be accessible to English and Spanish speaking customers.
268. The system must provide estimated wait time when customers are on hold or have the ability to inform customers if the call center is experiencing higher than normal call volumes.
269. The system must offer a call back feature so the call center can call a customer back if desired.

FF. Marketing and Customer Engagement

270. Vendor must ensure that the branded site is designed mobile friendly.
271. The system must have the ability to integrate park specific promotions into a social campaign format from Customer Relations Manager; examples: park events, last minute bookings, weekend bookings, and boost underutilized reservations.
272. The system must have automatic customer service emails sent to visitors including but not limited to welcome emails, confirmation emails, thank you notes, event emails, etc.
273. The system should have the capability to produce and send regularly scheduled newsletters and include messaging sign-up during a transaction or from customer portal.
274. The system must include a stand-alone donations form.
275. The system must have the capability for customers to round up their purchase into a donation must be included.
276. The system must have the capability for customers to add a donation to their reservation must be included.
277. The system must provide an email checkup process to verify and correct when possible email bounces due to incorrect email entry.
278. When a customer is trying to make a reservation at a specific park, the system should include nearby availability when their requested park does not have availability.
279. The system must have the capability to login to customer portal via Google account or Facebook account.
280. The system must have the capability to show alternate available dates when a certain date range is booked at a park.
281. The system must have the ability to send out custom surveys.
282. The system must have the ability to manage free camping certificates electronically. MDWFP may choose to change how the value is determined. The voucher should be able to be issued by MDWFP and redeemed when making a reservation online or in-park. The certificate should be customer specific and valid for 2 years.
283. Confirmation emails should be supplied after a reservation is made. Confirmations should show amount paid, reservation details, cancellation policy, and include park-specific information provided by the MDWFP, including driving directions.

284. There must be a mechanism in place to mail confirmation letters to customers who do not have an email address. Vendor should indicate whether mailing would be handled by the vendor or by the MDWFP.

285. The system should generate reminder emails similar to confirmation emails/letters shortly before the reservation is to occur. The reminder would contain additional information that would be important for their stay including, but not limited to, things such as:

    a. Current information about the park which MDWFP can edit and update in real-time.

    b. Information about events and programs at the park during their stay.

    c. Travel information and links to more information sources.

    d. Include cancellation and modification policy.

    e. Include information about acquiring vehicle permits.

286. The system must have the ability for customer to be automatically signed up for MDWFP newsletters and other opt-in notifications at the end of website transactions via a link, but customer has the option to opt-out (e.g., customers should be automatically opted in but can uncheck to opt out).

287. MDWFP is interested in a system that can attach MDWFP created PDF (or similar format) documents that would be sent in addition to the Confirmation Letter/email for specific parks and facilities. Examples include waiver forms for skill building programs, facility use instructions, and special use permit forms.

288. The system should have a customer priority/rewards program where rewards are earned for activities (geocaching, taking a hike, etc.) or items purchased.

289. The system must support the ability to bundle services into reservable packages, package promotions, and related marketing opportunities. (A campsite reservation plus float trip reservation, or reservable equipment with ice and firewood.) MDWFP should be able to easily modify existing or create new packages without Vendor intervention.

290. The system should have functionality that assists groups with making reservations either via the web or call center. Example: the ability for an individual to create a block of sites and have each occupant register and pay individually within set time constraints.

291. The ability to generate and use unique, one-time-use-per-customer promotional codes to offer discounts, track marketing efforts, etc. should be included in the system. Once redeemed, the promotional code may not be used a second time.

292. The system must have the ability to generate and use open promotional codes that are not customer specific but available to all customers for a specified amount of time.

293. The ability to bundle services into reservable packages by promotional code (for example, a camper cabin plus canoe rental and firewood) should be included.

294. Promotional codes should be available to apply a variety of discounts or additions to a reservation such as 50% off weekday reservation, 20% off entire stay, or buy 2 get 1 free night.
295. Promotional codes should have conditions, such as stay date specific, park specific, or unit type specific.
296. Promotional codes must have an expiration date (stay date OR reservation made by date).
297. The MDWFP is also interested in using vouchers to aid in issuing full refunds to customers who cancel online in the event that a campground has to be closed or other emergency situation that necessitates cancellation or modification fees be waived.

GG. Reporting

298. The system must have the ability to export reports in a variety of formats to be opened in other programs (including PDF, MS Word, MS Excel).
299. Vendor must provide MDWFP with live access to data with a provided ad hoc reporting system that can be used to allow dynamic reporting using current data including sales, revenue, and reservations/occupancy. Data should be current within 24 hours.
300. The system must have an ad hoc reporting tool or transfer of data so MDWFP can design and run detail sales reports state-wide by item, complete with all data available for the transaction.
301. The system should have the ability to print reports directly from where the reports are generated (i.e., web or CRS/POS program without exporting into an external program).
302. The system must have the ability to generate a Sales Tax Report that breaks down each type of tax and totals each type of tax by location

HH. Financial Reports: General Functional Requirements

303. The system must have the ability to export reports in a variety of formats to be opened in other programs (including PDF, MS Word, MS Excel).
304. The proposed system must have the ability to run the following type of reports:
    a. Use Report- This report should show the number of reservations, number of nights and revenues for overnight stays, and other reservable facilities based on arrival/creation/departure date. The report should exclude any reservation fees and it must be able to be run for a designated date range.
    b. Collection Report- This report should show the total amount collected in the park with a breakdown of total payments by type (Cash, check, credit card, etc.) and with a section showing taxable amounts and taxes paid.
    c. Revenue Report- This is a report without reservation fees included (only what the park has earned). This must include all POS and reservation revenues.

d. Refund Report- This report should shows all refunds, voids, and vouchers issued for a park or for a location in a park that includes the operator, type of refund, includes price changes, discounts, amount of refund, and any comments associated with the refund.

e. Revenue Detail Report- This report should allow MDWFP to query options to pull revenues and refunds for a park based on a combination of date range (including: day, hour, month, year), sales location, payment type, facility type or POS, operator, and transaction type. These queries must be able to be set to "All" to pull all transactions.

f. POS Detail Report- This report should provide all sales transactions by category, sub- category, and product for a specified park/sub location/all parks for a specified date range.

    i. The CRS/POS shall provide a report of the cash and check payments deposited into the park's local bank.

g. Detailed operator report- This report must provide all sales transactions that a user completed for a specific park/all parks and date range. The report must include date, item number/reservation number, item description, discount, and method of payment.

h. Operators collection report- This report must provide a summary of all sales transactions that a user completed for a specific park or location within a park and date range. The report must include a total of all sales or refunds by the operator by payment type.

II. Financial Reports: Central Administration Functional Requirements

305. The proposed system must have the ability to run the following type of reports:

a. Revenue Transmittal Report- This report must list all revenue, by revenue account and location, and show totals by category of account. This report should be able to be run by park/all parks and date range.

b. Daily Deposit Reconciliation- This is a report showing the list of deposits and deposit total specified by date range, park, or all parks.

c. Check Refund Report (if state-issued check is a refund type)- This is a detailed report by park and date range listing the names and addresses of customers owed a refund via state-issued check. This report must also list the reservation identification number, customer number, and amount for each refund. This report would be used to provide refunds to customers that originally paid via cash or check.

d. Revenue Comparison Report- This report should show all revenue statewide, all parks, or individual park by revenue type (e.g., camping, lodging, POS, permits, etc.). The report must be structured so that one report could be run to compare revenues over a specified time period (Current year compared to last year, current month compared to same month last year, etc.).

e. Comprehensive Refund Report- This report should show all refunds, adjustments, price changes, and similar transactions that are completed at the

field level. The report should include park name, type of refund, transaction ID and/or Reservation ID, operator, date of refund, amount of refund, and any comments.

f. Cashier Sale Report- This report should show all cashiers and sales totals state-wide by location. This report would be used to verify PCI compliance with all transactions being made with an identifiable cashier.

g. Open till Report- This report should show the total balance of all tenders collected in open and closed tills including open and close date statewide by location. The report would be used to verify that revenue is deposited in accordance to state law.

h. Revenue Transmittal Field Report- This report must list all revenue by revenue account and location, till number, deposit number, deposit date, and show total by category of account. This report should be able to be run by park/all parks and date range. This report should have the ability to be sorted to show either all transactions, cash/check transactions, gift card, or credit card transactions.

JJ. Use Reports

306. The system should be able to run real-time reports of overnight guests (occupants) for a user specified time period that can be exported to MS Excel, including:
    a. Currently checked in
    b. Due to check in
    c. Due to check out
307. The system must have the ability to print all three reports at once for a specified date range.
308. The system should run a reservation report to facilitate daily check-ins.
309. The system should run occupancy reports (nights occupied) based on user-specified time periods available at various levels including statewide, park, facility, camping unit type, camping unit. This report should be available to all approved Parks Staff.
310. The system should run attendance reports for overnight and day use visitation by day and park.
311. The system should run tour roster reports accessible by park locations or through a web portal that can be run on a daily basis showing people registered for each program. This report should be easily printed or exported in alternative formats.
312. The system should run a turnover report showing which units have a departure and arrival on the same day.
313. The system must provide secure access to reports on mobile devices for field staff.
314. The system must include the provision of a pacing report that shows current reservations for a future date or date range compared to reservations in previous years (i.e., a report that would show last year on this date in April we were at X% occupancy for Memorial Day and this year we are pacing Y% above or below that).

315. The system should include reserved rental equipment reports. In the future, when Mississippi State Parks start to rent equipment such as fishing equipment, tents, etc., MDWFP will need to have a report reflecting the revenue generated by week, month, and annually by summary and/or detail.

KK. Inventory and Sales Reports

316. The system must provide necessary inventory management reports to aid staff in doing inventory counts and manage inventory by store.
317. The system must provide a statewide inventory report that can be filtered down to specific items to allow for identifying where merchandise is located.
318. The system must identify/separate inventory by location, or sublocation and be able to merge all or specified locations for a master quantity on hand report.
319. The system must provide an item reorder report based on vendor, department, and location. The report should show current product inventory compared to predetermined restocking points.
320. The system must provide a quantity on hand report available by vendor, department, category, item & location.
321. The system must provide sales analysis reports including time of sales, gross profit margin, sales summary, quantity on hand, quantity sold, etc.
322. The system must provide permit sales report that shows permits sold by permit type. The report should be run by till or by user for a specified time period for all parks and for individual parks.
323. The system must provide flexible POS sales reports by store and they should be able to be run at park locations and centrally (statewide) based on a user-determined date range. The reports should be able to summarize and report data at various levels (department, category, item, date range) and include filters for all item data fields.
324. The system must have the ability to provide transactional reports including cashier and date showing:
    a. Price changes, refunds, discounts, comments, and reason codes
    b. No sale transactions
325. The system must report on how profitability calculates profit based on item costs and sales. The report should be available by location or statewide and should have the ability to use wide range of filters.

LL. Gift Cards

326. Gift cards should be purchased at parks, through the reservation website, and over the telephone, all within the POS system using standard tender types.
327. Gift cards should not expire, and all data must be available for the duration of the contract and for migration to a new contract.
328. Gift cards must be credited and debited in real time.
329. MDWFP staff must be able to access activity and balances.

330. A means must be provided to secure additional gift cards and gift card numbers.
331. Provision of physical cards: Vendor should recommend an option and explain the benefit to the MDWFP. The selection of an option will be at the sole discretion of the MDWFP.
    a. Option A: Contractor provides actual card to the MDWFP using a design approved by the MDWFP.
    b. Option B: If the MDWFP provides the gift card, the Vendor must generate the serial numbers to be used on the gift cards (barcode compatible) as specified by the MDWFP.
332. Fulfillment of physical gift cards purchased online or through the call center (call center sales are optional. The selection of an option will be at the sole discretion of the MDWFP.
    a. Option A: Contractor fulfils and mails gift cards.
    b. Option B: If performed by the MDWFP, the POS must provide functionality necessary for the MDWFP to access necessary information such as payment amounts, customer address, etc. so that the payment can be applied to a gift card and mailed. The MDWFP must also have the means to mark a transaction as fulfilled.
333. Patrons must have the ability to use gift cards for online sales (split payment or full payment), call center reservations, and at all point of sale locations.
334. Revenue for gift card sales shall be applied to a unique revenue code and reported in the standard manner.
335. A gift card should not be associated with a customer record.
336. The system must accept multiple gift cards in one transaction (sale).
337. Receipts including a gift card payment shall be similar to credit card receipts (merchant and customer copies) and include the card's remaining balance on both copies and include a signature line.
338. Refunds should be applied to a new or existing gift card regardless of original payment type.
339. A new gift card should be sold for $10-$1,000 online and $0-$1,000 in the park.
340. Existing gift cards can be reloaded with any amount, provided the balance on the card does not exceed $1,000.
341. If a physical gift card is purchased online, the customer should be allowed to specify a mailing address and recipient.
342. MDWFP must have the ability for third party contractors to sell gift cards (e.g., Walmart) in their stores. The awarded Vendor will be responsible for distributing gift cards to the requested stores.
343. Customers must have the ability to look up balances and activity online.

MM. New Functionality- Electronic Gift Cards

344. The system must allow the sale of electronic gift cards that can be printed or emailed immediately after they are purchased.

345. E-Gift cards should have both a barcode and a written code for redemption in parks or through the website or call center by typing in the code.

346. Customers can choose a message and standard photo image to be emailed to the recipient of their choosing.

NN. Mississippi Museum of Natural Science Tour and Program Management

347. The system must have:

    a. Ability to provide point of sale for entry to the museum.

    b. Ability to provide point of sale and inventory for gift shop.

    c. Ability to perform quick point of sale when large groups arrive.

    d. Ability to sale and scan annual passes for entry.

    e. A volunteer management system that includes ability to process online applications and track volunteer hours.

    f. Ability for customers to reserve tours and programs in advance via the website, call center, and at the museum. (Programs include special events, seminars, workshops, summer camp reservations, field trip reservations, birthday party reservations, and limited space events; some may be recurring, and some are one-time).

        i. Web pages and messaging regarding tours and programs must be specific and customized and able to be edited by MDWFP in real time without Vendor intervention.

    g. Ability to provide facility rental reservations.

    h. Ability for customers to make cancelations and modifications online in advance of arrival day (determined by Museum) with clear information about canceling and modifying on website.

    i. Ability to set variable pricing for tickets based on customer age or type of customer (e.g., adult, child, group).

    j. Tickets can be sold as a single ticket or for a specified number of participants.

    k. Ability to release no-show advance registrations if customer does not arrive.

    l. A user interface for museum staff to sell tour and program tickets on same day with real time ticket management.

    m. Ability to add or remove tour and program sessions from the schedule locally.

        i. Program can be optimized for tour and program locations to streamline ticket sales. Examples include default to tour/program module after each sale or tour/program; module only includes activities for that location, ability to color code based on user preferences.

n. Ability to search, list, and sort activities and tours for web and museum interface by location, tour/program category, start time, and date.

o. Ability to set age requirements (non-validated) for specific tours and programs.

p. Ability to collect additional customer information at time of registration including participant age and special requirements.

q. Ability to manage tour and program slots locally (i.e., increase or decrease number of reservable slots for a specific program or tour).

r. Ability for park to do a payment hold for tickets for customers to pay upon arrival and concurrently prevent tickets from being sold (usually used to hold blocks of tickets for groups).

s. Ability to send electronic information packets, customizable by specific tour/program to customers after they make a reservation online or through the call center.

OO. Automatic Entrance Stations/Kiosks

348. The system must provide entrance pay stations or kiosks within parks that allow park visitors to pay entrance fees, camping fees, and other related park fees using credit cards.

349. Gate/Kiosk Solution:

    a. MDWFP is requesting Vendors to propose a gate/kiosk solution that offers:

        i. Anti-pass back

        ii. Provide gate codes after processing reservation

        iii. Gate codes required for both entrance and exit

        iv. Separate gate codes for multiple cars

        v. Ability to make reservation at walk up kiosk and get gate code, if necessary

PP. Hardware and Software

350. Vendor must provide all needed hardware, software, data storage capacity, installation, and technical support necessary to operate the CRS as identified within this RFP No. 4360 and Attachment A.

351. Provide all required hardware and software

    a. Provide all needed hardware-computers, card readers, receipt printers, cash drawers, etc.-for all parks to operate the point of sale system. The exact numbers of all hardware needed will be determined when entering the resulting contract.

    b. Hardware must be “plug and play” or Vendor must be able to ensure all components operate properly within the working environment.

    c. Provide all needed software to operate CRS/POS. All software upgrades, intermediate patches, or programmed temporary fixes to the CRS will be

continuously performed or made available as such upgrades, fixes, or version revisions evolve. All such upgrades will be thoroughly tested before applying to the CRS. The cost of such upgrades or fixes shall be borne by the successful Vendor.

d. Ongoing software and hardware maintenance will be provided by Vendor at no additional cost to MDWFP or the State.

e. Vendor must ensure all equipment meets and maintains performance standards for speed and security as determined by MDWFP for the term of the resulting contract.

f. Vendor must provide the ability to run the POS system on paperless mobile services where possible.

352. Technical IT Support and General Support to MDWFP Employees:

a. Vendor must provide support to MDWFP employees regarding all aspects of the provided CRS, including technical IT support for all hardware, software, and connectivity provided by the contractor.

b. Be available during times when parks most likely need support such as weekends and evenings. Customer Service should be available by phone 7 days a week – 8:00 AM to 6:00 PM CST.

c. Provide a dedicated account manager who can act as MDWFP's point of contact for escalating support tickets/requests. This dedicated account manager must be approved by MDWFP, and MDWFP reserves the right to request and receive a new account manager at any time throughout the term of the resulting contract.

QQ. MDWFP Customer Service

353. Vendor must provide high quality support to MDWFP customers. Vendor should:

a. Provide one phone number to MDWFP customers that can be used for any customer needs related to reservations and other transactions.

b. Establish and maintain response resolution times to ensure customers receive the best support experience possible.

RR. Cloud or Offsite Hosting Requirements

354. Data Ownership

The State shall own all right, title and interest in all data used by, resulting from, and collected using the services provided. The Vendor shall not access State User accounts, or State Data, except (i) in the course of data center operation related to this solution; (ii) response to service or technical issues; (iii) as required by the express terms of this service; or (iv) at State 's written request.

355. Data Protection

Protection of personal privacy and sensitive data shall be an integral part of the business activities of the Vendor to ensure that there is no inappropriate or unauthorized use of State information at any time. To this end, the Vendor shall

safeguard the confidentiality, integrity, and availability of State information and comply with the following conditions:

a. All information obtained by the Vendor under this contract shall become and remain property of the State.

b. At no time shall any data or processes which either belong to or are intended for the use of State or its officers, agents, or employees be copied, disclosed, or retained by the Vendor or any party related to the Vendor for subsequent use in any transaction that does not include the State.

356. Data Location

The Vendor shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations. The Vendor will permit its personnel and contractors to access State data remotely only as required to provide technical support.

357. Encryption

a. The Vendor shall encrypt all non-public data in transit regardless of the transit mechanism.

b. For engagements where the Vendor stores non-public data, the data shall be encrypted at rest. The key location and other key management details will be discussed and negotiated by both parties. Where encryption of data at rest is not possible, the Vendor must describe existing security measures that provide a similar level of protection. Additionally, when the Vendor cannot offer encryption at rest, it must maintain, for the duration of the contract, cyber security liability insurance coverage for any loss resulting from a data breach. The policy shall comply with the following requirements:

i. The policy shall be issued by an insurance company acceptable to the State and valid for the entire term of the contract, inclusive of any term extension(s).

ii. The Vendor and the State shall reach agreement on the level of liability insurance coverage required.

iii. The policy shall include, but not be limited to, coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, and liability assumed under an insured contract.

iv. At a minimum, the policy shall include third party coverage for credit monitoring. notification costs to data breach victims; and regulatory penalties and fines.

v. The policy shall apply separately to each insured against whom claim is made or suit is brought subject to the Vendor's limit of liability.

vi. The policy shall include a provision requiring that the policy cannot be cancelled without thirty (30) days written notice.

vii. The Vendor shall be responsible for any deductible or self-insured retention contained in the insurance policy.

viii. The coverage under the policy shall be primary and not in excess to any other insurance carried by the Vendor.

ix. In the event the Vendor fails to keep in effect at all times the insurance coverage required by this provision, the State may, in addition to any other remedies it may have, terminate the contract upon the occurrence of such event, subject to the provisions of the contract.

358. Breach Notification and Recovery

Unauthorized access or disclosure of non-public data is considered to be a security breach. The Vendor will provide immediate notification and all communication shall be coordinated with the State. When the Vendor or their sub-contractors are liable for the loss, the Vendor shall bear all costs associated with the investigation, response and recovery from the breach including but not limited to credit monitoring services with a term of at least 3 years, mailing costs, website, and toll free telephone call center services. The State shall not agree to any limitation on liability that relieves a Vendor from its own negligence or to the extent that it creates an obligation on the part of the State to hold a Vendor harmless.

359. Notification of Legal Requests

The Vendor shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the State. The Vendor shall not respond to subpoenas, service of process, and other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.

360. Termination and Suspension of Service

In the event of termination of the contract, the Vendor shall implement an orderly return of State data in CSV or XML or another mutually agreeable format. The Vendor shall guarantee the subsequent secure disposal of State data.

a. Suspension of services: During any period of suspension of this Agreement, for whatever reason, the Vendor shall not take any action to intentionally erase any State data.

b. Termination of any services or agreement in entirety: In the event of termination of any services or of the agreement in its entirety, the Vendor shall not take any action to intentionally erase any State data for a period of 90 days after the effective date of the termination. After such 90 day period, the Vendor shall have no obligation to maintain or provide any State data and shall thereafter, unless legally prohibited, dispose of all State data in its systems or otherwise in its possession or under its control as specified in Item 357(d) below. Within this 90 day timeframe, Vendor will continue to secure and back up State data covered under the contract.

c. Post-Termination Assistance: The State shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.

d. Secure Data Disposal: When requested by the State, the provider shall destroy all requested data in all of its forms, for example: disk, CD/DVD, backup tape, and paper. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST) approved methods. Certificates of destruction shall be provided to the State.

361. Background Checks

The Vendor warrants that it will not utilize any staff members, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty. The Vendor shall promote and maintain an awareness of the importance of securing the State's information among the Vendor's employees and agents.

362. Security Logs and Reports

The Vendor shall allow the State access to system security logs that affect this engagement, its data, and/or processes. This includes the ability to request a report of the activities that a specific user or administrator accessed over a specified period of time as well as the ability for an agency customer to request reports of activities of a specific user associated with that agency. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.

363. Contract Audit

The Vendor shall allow the State to audit conformance including contract terms, system security and data centers as appropriate. The State may perform this audit or contract with a third party at its discretion at the State’s expense.

364. Sub-contractor Disclosure

The Vendor shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Vendor, who will be involved in any application development and/or operations.

365. Sub-contractor Compliance

The Vendor must ensure that any agent, including a Vendor or subcontractor, to whom the Vendor provides access agrees to the same restrictions and conditions that apply through this Agreement.

366. Processes and Procedures

The Vendor shall disclose its non-proprietary security processes and technical limitations to the State so that the State can determine if and how adequate protection and flexibility can be attained between the State and the Vendor. For example: virus checking and port sniffing — the State and the Vendor shall understand each other’s roles and responsibilities.

367. Operational Metrics

The Vendor and the State shall reach agreement on operational metrics and document said metrics in the Service Level Agreement. At a minimum the SLA shall include:

a. Advance notice and change control for major upgrades and system changes

b. System availability/uptime guarantee/agreed-upon maintenance downtime

c. Recovery Time Objective/Recovery Point Objective

d. Security Vulnerability Scanning

SS. Additional Requirements

ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.

TT. Park Fees (PDF)

Attachment B is posted on the same website location as this RFP No. 4360.

UU. Park Rules and Regulations (PDF)

Attachment C is posted on the same website location as this RFP No. 4360.

VV. Mississippi Payment Processing

MISSISSIPPI PAYMENT PROCESSING

NIC Mississippi will serve as the single point of entry for all e-commerce transactions. Awarded vendor will use Mississippi's official payment processor for any of the following services where payment is required.

- Web services
- IVR services
- Mobile services
- Over the counter payment processing services
- Kiosk services
- Lock Box services

The following payment methods accepted through NIC Mississippi include: Visa, MasterCard, American Express, Discover, electronic check and subscription (monthly billed).

DFA Administrative Rule

The Department of Finance and Administration (DFA) established an administrative rule to be followed when agencies, in accordance with §27-104-33, Mississippi Code of 1972, Annotated, elect to accept payment by credit cards, charge cards, debit cards, electronic check (echeck) and other form of electronic payments for various services and fees collectible for agency purposes. See Attachment E for Final Rule.

Payment Card Industry (PCI) Compliance

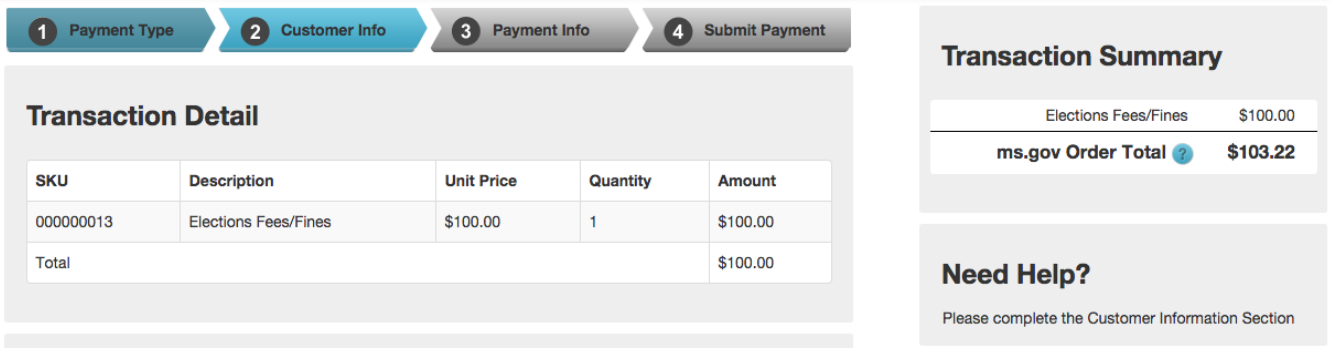
NIC Mississippi will be responsible for Payment Card Industry (PCI) compliance on behalf of the State, though any future change in Federal PCI standards may require additional support from the State entity and awarded vendor. NIC Mississippi's Transaction Processing Engine (TPE) is

certified compliant with the PCI Data Security Standard (DSS) and compliant with the Payment Application Best Practices (PABP) standards. It is also listed as a Validated Payment Application by VISA. TPE is hosted at NIC's Central Data Center in Ashburn, Virginia and complemented with a backup facility in Allen, Texas. NIC is certified by PCI-DSS as a Level 1 Service Provider for this environment.

See Technical Requirements for notes to the PCI compliance responsibility of the awarded vendor.

Awarded vendor is prohibited from breaking out payment processing fees associated with any transaction. This includes all pages of the application and/or any receipt generated.

Acceptable fee break-out can include a "subtotal" for services and a "Total ms.gov Price" or "ms.gov Order Total" which includes the eGov processing fee. See image below for example.



Merchant of Record

In order to act as the single point of contact between the State, NIC Mississippi, the payment processor, the merchant acquiring bank, and end users of ms.gov services, NIC Mississippi will be the "Merchant of Record" for this RFP. As the single point of contact for the State, NIC Mississippi will work directly with the processor and the acquiring bank to request and set up merchant accounts and will be responsible for all areas of merchant services, including merchant fees.

eGov Transaction Fees

There will be standard payment processing fees associated with each payment transaction. Customer approval (electronic or otherwise) of NIC Mississippi payment processing fees will be obtained prior to initiating payment.

MAGIC

NIC Mississippi's payment solution processes is integrated with MAGIC, Mississippi's statewide accounting and procurement system of record. At least three (3) weeks prior to service launch, Customer will be required to work with DFA to set up corresponding charges table entries. After appropriate edits are made to the charges table, Customer and awarded vendor will be required to work with NIC Mississippi to ensure adequate testing, confirming the application transactions

are posting to MAGIC. A live transaction test must be completed no later than three (3) business days before service launch.

Refunds, Chargebacks, Returns

As the merchant of record and official payment processor, NIC Mississippi will handle all refunds, chargeback representments and returned echecks. However, NIC Mississippi is not responsible for covering any monies that must be netted from the agency's account through refund, successful chargeback or returned echeck. Below are the processes for each.

Refunds

The refund process is initiated by either customer or agency request.

- Upon customer request, NIC Mississippi will contact the agency financial contact (established at project initiation) for approval prior to refund.
- Agency contacts have access to and are encouraged to use the NIC Mississippi refund tool for their refund requests. This ensures adequate logs of all requested refunds.
- After agency request or approval, NIC Mississippi refunds the charge in TPE and notifies the requestor upon completion.
- Through MAGIC refunds are netted from the next day's deposits or the next day funds are available to net from.

Chargebacks

A chargeback is a monetary dispute that is initiated by the Issuing Bank (issuer disputes the posting of the transaction) or the cardholder (a cardholder disputes a transaction).

- Customer or card issuing bank sees what appears to be a suspicious charge on their statement.
- The customer contacts the card company to dispute the charge and initiate the chargeback process. Note: depending on the company policies of the company that issued the card the company may initiate the chargeback without customer notification.
- NIC Mississippi receives a chargeback email from our processor notifying us of the transaction details of the chargeback. Once this notification is received the processor pulls the funds back from the Portal account until supporting documentation is obtained. (NIC Mississippi's processor has 45 days from the time the customer disputes the charge to contact NIC Mississippi for additional information.)
- Based on the information provided in the chargeback notification, NIC Mississippi researches the charge internally first. If the disputed charge is a true duplicate charge (same customer information, amount, etc.), NIC Mississippi allows the chargeback to process and it is automatically marked in TPE.
- If the charge is valid NIC Mississippi will provide the sales drafts (chargeback receipt, TPE receipts, agency support, etc.) back to the processor to support the charge validity.
- After the charge is verified through receipt of sales drafts the chargeback will be reversed and the funds will be deposited back to the agency.

Note: The chargeback process could take up to 60 days to resolve.

Returns

Electronic checks (echeck)/ACH payments (where a user enters an account and routing number) may be returned unpaid for any reason, including non-sufficient funds (NSF), stop payment, online data entry error or closed account. A full list of return codes is listed below:

- R01 - Insufficient Funds - Available balance is not sufficient to cover the dollar value of the debit entry.
- R02 - Account Closed - Previously active account has been closed by customer or RDFI.
- R03 - No Account/Unable to Locate Account - Account number structure is valid and passes editing process, but does not correspond to individual or is not an open account.
- R04 - Invalid Account Number - Account number structure not valid; entry may fail check digit validation or may contain an incorrect number of digits.
- R05 - Improper Debit to Consumer Account - A CCD, CTX, or CBR debit entry was transmitted to a Consumer Account of the Receiver and was not authorized by the Receiver.
- R06 - Returned per ODFI's Request - ODFI has requested RDFI to return the ACH entry (optional to RDFI – ODFI indemnifies RDFI).
- R07 - Authorization Revoked by Customer - Consumer, who previously authorized ACH payment, has revoked authorization from Originator (must be returned no later than 60 days from settlement date and customer must sign affidavit).
- R08 - Payment Stopped - Receiver of a recurring debit transaction has stopped payment to a specific ACH debit. RDFI should verify the Receiver's intent when a request for stop payment is made to insure this is not intended to be a revocation of authorization.
- R09 - Uncollected Funds - Sufficient book or ledger balance exists to satisfy dollar value of the transaction, but the dollar value of transaction is in process of collection (i.e., uncollected checks) or cash reserve balance below dollar value of the debit entry.
- R10 - Customer Advises Not Authorized - Consumer has advised RDFI that Originator of transaction is not authorized to debit account (must be returned no later than 60 days from settlement date of original entry and customer must sign affidavit).
- R11 - Check Truncation Entry Returned - used when returning a check safekeeping entry; RDFI should use appropriate field in addenda record to specify reason for return (i.e., "exceeds dollar limit," "stale date," etc.).
- R12 - Branch Sold to Another DFI - Financial institution receives entry destined for an account at a branch that has been sold to another financial institution.

Typical Return Process

- User enters echeck information in the ms.gov common checkout page
- TPE captures the information and sends to payment service provider
- The service provider submits a request to the payer’s bank to retrieve the funds
- Payer’s bank reports back one of the aforementioned return codes to the services provider
- Service provider notifies NIC Mississippi and the return is marked in TPE
- Funds are electronically pulled from the agency through the daily MAGIC payment interface file. NIC Mississippi contacts the individual(s) responsible for agency funds (contact obtained during project initiation) by email to let them know of the return and reason.

Hardware Acquisition

Due to the payment key injections required for hardware to be compatible with NIC Mississippi’s PCI compliant payment processor, any hardware must be acquired through NIC Mississippi’s existing eGov contract. This includes, but is not limited to, kiosks, pin pad/card swipe, mobile devices, etc.

Application Testing

For all new services DFA requires a test transaction to be run for flow of funds and processor verification. After NIC Mississippi receives confirmation the awarded vendor is satisfied with the integration, one test must be run through production TPE and confirmed by NIC Mississippi.

It takes three (3) business days (excluding bank holidays) for the transaction to be confirmed by DFA. Awarded vendor should take this time frame into consideration when anticipating launch date.

Reporting

TPE provides reporting and auditing tools useful for streamlining and accommodating various back-office procedures. TPE's financial reporting is comprehensive, flexible, and robust. Within TPE all payment processing data is made available via a wide variety of reporting features. Reports are real-time, up-to-the-minute transaction reporting ranging from summary reports to detail reports showing line-item level data. A comprehensive users guide and applicable training will be provided to agency contacts during integration.

Payment Support

NIC Mississippi will provide support for all user payment inquiries. NIC Mississippi is located at 2727 Old Canton Road, Suite 100, Jackson, Mississippi 39216 and customer payment support is available during normal business hours (Monday – Friday 8:00 a.m.-5:00 p.m. CST). NIC Mississippi's toll free support number (1-877-290-9487) is listed on the ms.gov Common Checkout page and is accessible to all users. For payment emergencies, a technical support cellular number will be provided to the State contact.

NIC Mississippi will work directly with the awarded vendor and/or the agencies to identify, report, track, monitor, escalate, and resolve any technical issues with TPE or CCP. It is NIC Mississippi's policy to notify all awarded vendors and agencies of planned maintenance windows or system updates to avoid any payment issues.

State entities and/or awarded vendors will not be charged for NIC Mississippi's efforts during payment implementation or any training/support.

Technical Requirements

Mississippi's payment solution is designed to provide two methods of integration: CommonCheckout (where the user clicks on a "Pay Now" button and is transferred to a set of common checkout pages branded for ms.gov), and DirectConnect (where the application has self-contained checkout pages and will call TPE for verification and capture once all payment information has been entered). In both of these instances, the awarded vendor will utilize standard web services protocols.

The CommonCheckout integration is required by ITS and DFA. Should special circumstances arise where the CommonCheckout is not applicable and/or the DirectConnect option is required, approval from both State agencies is mandatory.

High level descriptions of the integration requirements are included in this section. For detailed documentation please contact Spencer Jones, NIC Mississippi's Director of Technology, at spjones@egov.com.

CommonCheckout (CCP)

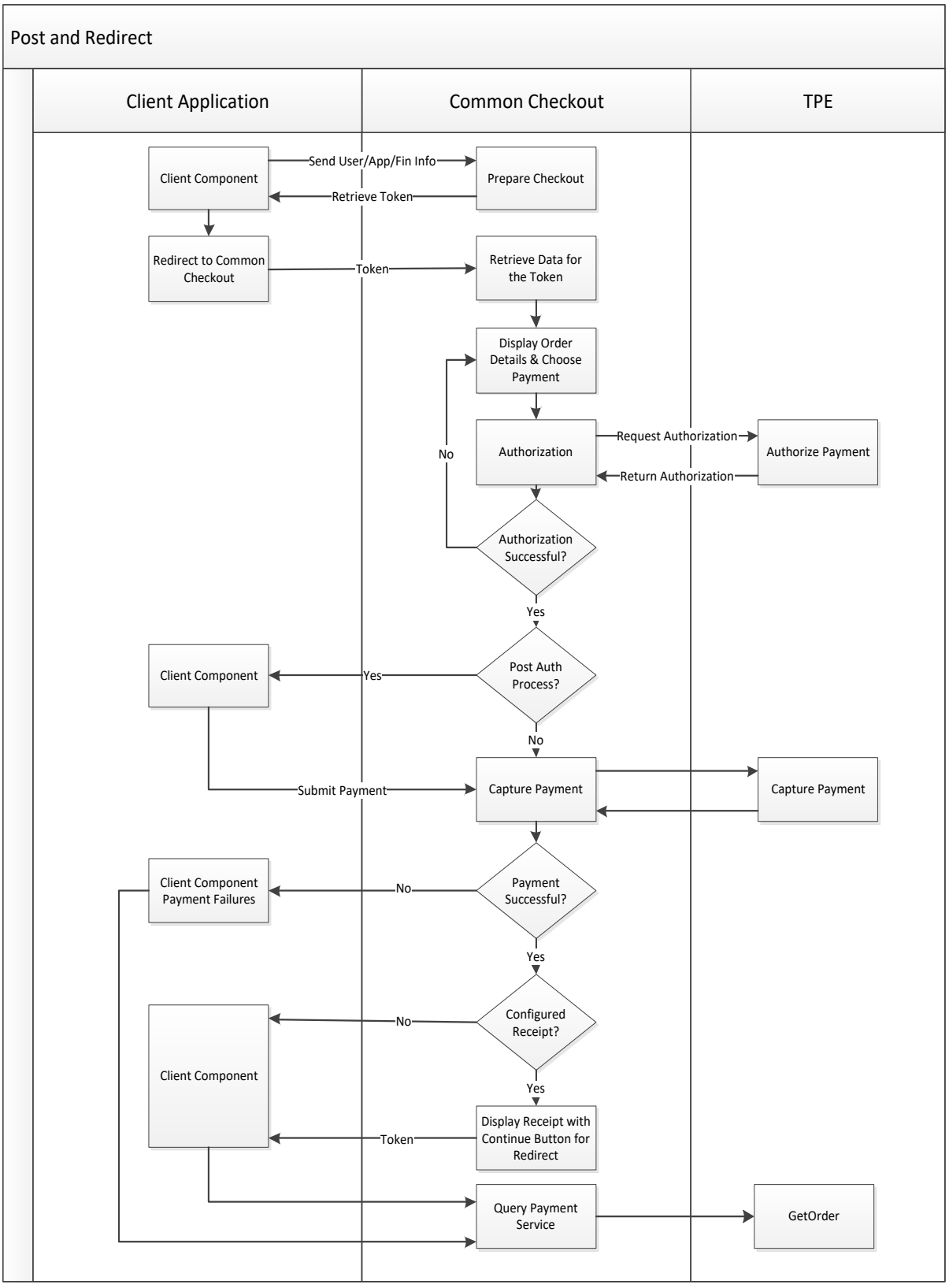
When utilizing CommonCheckout, the calling application is not responsible for collecting the credit card or banking information. Instead, the application sends the transaction data to the CommonCheckout interface which collects and processes all payment information. The CommonCheckout interface will then return to the calling application all transaction status details and information related to the transaction.

CCP Option 1: Server-side Web Service Calls and Browser-side Redirect

The partner application is required to invoke Prepare Checkout Operation on the Common Checkout web service that is passing along the financial/customer/application information.

- The Web Service operation returns a token back in the SOAP response. The token is required as a hidden field on the form post to the Common Checkout web application or a redirect.
- The Prepare Checkout Service returns the token back. This token is required as a hidden field on the form post or query string to the Common Checkout web application.
- When the customer chooses to continue with the payment by clicking a form button on the partner screen, the browser redirects to the Common Checkout web application.
- The Common Checkout web application retrieves the customer/financial/application data associated with the token and displays it on the payment page.
- Upon submission of the payment, Common Checkout redirects to the partner application or displays a receipt page, based on the configuration. In the latter case, the redirect to the partner application happens when a customer clicks a button on the receipt screen.
- The partner application is required to do a call back to the Query payment web service by sending the token. The service will return the transaction information back in the SOAP response. This ensures authenticity of the payment.

The following figure outlines a typical process flow for a CommonCheckout transaction.


Post and Redirect
Client Application
Common Checkout
TPE
Client Component
Send User/App/Fin Info
Prepare Checkout
Retrieve Token
Redirect to Common Checkout
Token
Retrieve Data for the Token
Display Order Details & Choose Payment
Authorization
Request Authorization
Authorize Payment
Return Authorization
No
Authorization Successful?
Yes
Client Component
Yes
Post Auth Process?
No
Submit Payment
Capture Payment
Capture Payment
Client Component Payment Failures
No
Payment Successful?
Yes
Client Component
No
Configured Receipt?
Yes
Token
Display Receipt with Continue Button for Redirect
Query Payment Service
GetOrder

CCP Option 2: Server-side Name-Value-Pair HTTPS Posts and Browser-side Redirect

The partner application is required to send the financial/customer/application information as multiple name/value pairs using HTTPS POST to the Prepare Checkout Post URL.

- The Prepare Checkout Service returns a token-based transaction identifier, which is required as a hidden field on the form post or query string to the Common Checkout web application.
- When the customer chooses to continue with the payment by clicking a form button on the partner screen, the browser is redirected to Common Checkout web application.
- The Common Checkout web application retrieves the customer/financial/application data for the transaction identified by the associated token and displays it on the payment page.
- Upon submission of the payment, Common Checkout redirects to the partner application or displays a receipt page, based on the configuration. In the latter case, the redirect to the partner application happens once a customer clicks a button on the receipt screen.
- The partner application requires a call back to the Query payment HTTP service by sending the token. The service returns the payment detail back as name value pairs. This ensures authenticity of the payment.

DirectConnect

The second scenario is to use the Application Programming Interfaces ("API's") that are available to developers. In this scenario, agency or third-party developers write applications that include the checkout pages. Customers fill out all payment information within the application, and once captured, the application communicates with TPE using a standard API. TPE processes the payment, based on payment type, and returns either a success or failure code back to the calling application. Based on the code, the calling application displays either a receipt back to the customer or the reason for the failure. TPE supports multiple API's including:

Java
.NET
Perl
PHP

Note: If the DirectConnect method is approved by ITS and DFA the awarded vendor must provide NIC Mississippi and the State proof of their software's (and any applicable hardware) PCI compliance.

DirectConnect Integration Outline

Before a payment can be processed inside of TPE, an *Order* must be established. An Order is the basic transaction container in TPE. It is a detailed request for certain goods or services and represents all the instructions and information needed from the customer for the merchant to collect money. An order contains information about the customer, items purchased, fees and taxes, payment information, billing address, shipping address, and so forth.

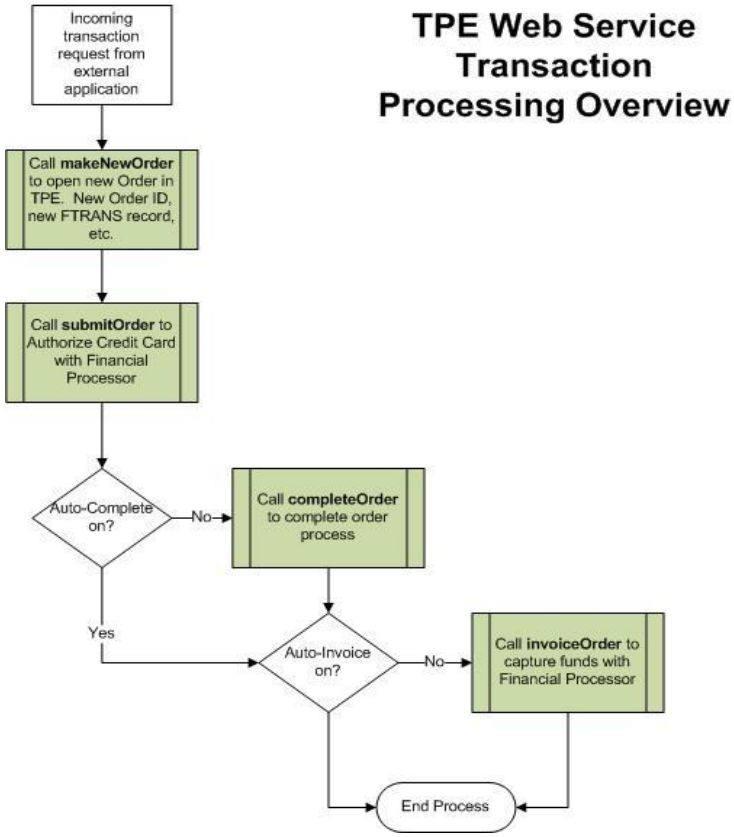
TPE uses the term *order*, along with the terms *payment* and *credit* to represent payment data for all electronic payments. An order is created by the client application while the customer is placing an order for goods or services. Transactions flow between the merchant and the financial institution during the life cycle of the order. These transactions can be broken into two broad categories: *payments* (monies transferred to the merchant from the customer) and *credits*

(monies returned to the customer, such as when goods or services are returned and payment is refunded). As order processing continues, payments and credits are created and modified.

The basic steps for creating an Order and processing a payment are as follows:

1. Submit a new Order Request to TPE. The client application will create a request that includes a Merchant Id, a Merchant Key, and a Service Code. These are pre-defined security parameters that are configured within TPE. If the request is successful, TPE will return an empty order container to the client application.
2. Inside of this container, the application will set the Payment Implement (Credit Card, ACH, Cash, etc.), customer payment information, billing information, transaction line items and amounts, and any other information necessary for processing the payment.
3. Submit the Order. Once the Order container has been filled by the calling application, it will be submitted for authorization. TPE will do preliminary validations on the Order before submitting it to the Merchant Service Provider for authorization. If there is an error with the Order, TPE will return that information back to client application, or it will return back that the authorization was successful.
4. Complete the Order. This call to TPE informs the system that the order is complete and ready to be invoiced.
5. Invoice the Order. This step is where money transfer (i.e., Capture) is initiated. The invoice takes the information from the Order, and is then submitted to the Merchant Service Provider for Capture/Settlement.

The following figure outlines a typical process flow for a Direct Connect transaction.



Charges Table Connection

The Mississippi Department of Information Technology Services (ITS) has developed the Mississippi Charges Web Service to supply application programs with data from the charges table. This data is required by the Agency application to build a valid NIC Mississippi electronic payment request. The item type, item description, and item cost for each item sold must be submitted in the transaction request for payment authorization.

Service Use

The primary purpose of the web service is to provide the charges data for a requested application. The method that performs this function is getCurrentCharges and requires a chargesInput object as the input parameter. A getCurrentChargesResponse object is returned.

- getCurrentCharges(chargesInput)

DFA updates the charges table each night just before midnight. The agency application is responsible for obtaining and using the current charges information. Good practice is to obtain the charges data at least daily.

Charges Use in NIC Mississippi Common Checkout

The ChargeItem data will become the basis for a line item that is sent to the CCP in the Prepare Checkout call. The table below maps the line item fields referenced in the CCP interface to their

related ChargeItem value. In the CCP Prepare Checkout service call, line items are sent in as an array of lineItems.

CCP Line Item element	Field Description	Field used from Charges Item
LineItem.SKU	Item identifier used in backend SAAS funds distribution.	ChargeItem.itemType
LineItem.Description	Description of the item being purchased.	ChargeItem.description
LineItem.Unit_Price	Cost of 1 of this item.	ChargeItem.amount
LineItem.Quantity	Quantity of the item being purchased.	Computed by the application.